

Garrison Commander's Hotline Calls

1. The calls come in to an answering machine.
2. The machine is checked daily (Monday through Friday) for new messages.
3. Once a message is received, it is recorded onto a "hotline call" form.
4. The Garrison, Installation Business Management Directorate, Policy and Programs Division, Rosanne Cattnach, determines who is the proponent for each call.
5. The call is then emailed or faxed to the appropriate office.
6. A suspense of 48 hours is set when the call is sent out.
7. The response is received by Mrs. Cattnach or faxed to the Policy and Programs Division, IBM, USAG. The form is completed either by the answering office or Mrs. Cattnach who records the answer. (Some responses are faxed and others are emailed. Not all offices update the form).
8. The final response is sent back to the caller, or filed if anonymous. The Garrison Commander, Chief of Staff, Command Sergeant Major and Director for Installation Business Management all receive a copy.
9. Once the call is completed it is filed.